

Important Information regarding Grievance Redressal Mechanism

In case of any grievance/complaint on your Demat account, you can reach us through the channels listed below:

Level 1:

Please contact the Branch Manager or call our 24x7 Citi phone Helpline at 1860 210 2484.

Level 2:

If you are not satisfied with the response received from the above channel, you can escalate your concern to the Head Customer Care by clicking on the link below:

<https://www.online.citibank.co.in/customerservice/home.htm>

Level 3:

In case you are not satisfied with the response received from the Head Customer Care, you may further escalate your concern to the Principal Nodal Officer in the following manner:

Call 1800 266 2400 (India Toll free) / 022-49552400 (local dialing) between 10:00 AM and 6:00 PM IST (Monday to Saturday) except on holidays

Send an E-mail to Ms. Hema L Venkatesh at principal.nodal.officer@citi.com.

The contact details of the Senior Management are as provided below:

HEAD RETAIL BANKING

Mr. Sharad Mohan

Tel: 044-6698 2021 (Mon to Sat, 10:00 AM to 6:00 PM)

Email: india.branchbankinghead@citi.com

COMPLIANCE OFFICER, DEMAT:

Mr. Neerav Maniar

Tel: 022 - 2681 5657 (Mon to Sat, 10:00 AM to 6:00 PM)

Email: principalcodecomplianceofficer@citi.com

CHIEF COUNTRY OFFICER

Mr. Ashu Khullar

Tel: 044-6698 2024 (Mon to Sat, 10:00 AM to 6:00 PM)

Email: india.ceo@citi.com

In the event that you are dissatisfied with the responses given, you may write to the concerned Depository at the following:

	Web Address	Contact Number	e-Mail ID
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NSDL	www.nsdل.co.in	(022) 2499 4200	relations@nsdl.co.in
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You can also lodge your grievances related to Demat account with SEBI at <http://scores.gov.in>. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

Alternatively, you can also lodge your complaint related to Demat account on the SEBI SCORES mobile application available on play store. Refer link:
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330&hl=en&gl=US>